

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$1,500,000	DHS 41-CAN-07-41002

Bid Description:

Kent County-Child Abuse Neglect contract for Sexual Abuse and Domestic Violence Intervention Services.

Due Date For Response:

9-27-06

Contact Person Name:

Susan Toman

Phone #:

(616) 247-6281

E-Mail Address:

tomans@michigan.gov

Signature of Contact Person:

Date

5-25-06

E-mail this entire document to: DHS-OCRS@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: CAN-07-41002

Bid Submission Due Date & Time: 9-27-06 at 4:00 p.m.

Geographic Area to be Served: Kent County

Service Titles: Service # 1-Orientation to Services

Service # 2- Individual Intervention-Domestic Violence/Sexual Abuse

Service # 3- Group Intervention-Domestic Violence/Sexual Abuse

Service # 4-Parent Nurturing/Skill Training/Safety Planning

Anticipated Contract Begin and End Dates: 01/01/07 to 9/30/09

Method of Reimbursement: Actual Cost X Unit Rate

Maximum Annual Contact Amount: \$ 500,000.00 per year

Issuing Office: Department of Human Services Kent County DHS

Contact Person: Susan Toman

Telephone #: 616 247-6281 Fax #: 616 247-6100

Email Address: tomans@michigan.gov

Pre-proposal Conference: (Date, time, location) 9-06-06, 1:30 pm at Kent DHS-5321 28th SE Ct.
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: 9-06-06, 1:30 pm

Submit 6 copies of the bid response and two copies of the budget document, in a separate sealed envelope, to this address:

Kent County DHS		
DHS Office		
415 Franklin SE		
Street Address		
Grand Rapids	MI	49507
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provision. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder’s fiscal viability, at its discretion. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
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BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Kent County.

B. Location of Facilities

The Contractor shall provide Services described herein in facilities located at:

C. Client Eligibility Criteria/Determination

1. Eligible Clients

- Family members and children active for Delinquency services if included in the DHS local Child Safety and Permanency Plan.
- Families open to the Preventive Services for Families Program if the source of funding includes Prevention as an eligible group (i.e. Strong Families/Safe Children (SFSC) or Child Protection/Community Partners (CPCP).
- Families open to the Children's Protective Services Program and other "preponderance of evidence" Category III (P.A. 484 of 1998) families (open or closed cases) who are referred to community based services.
- Family members and children in foster care (including neglect and delinquent wards placed in foster care).
- Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by the Agency.

2. Determination of Eligibility

The local office shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by telephone as long as it is followed up within 5 business days with a written referral.

D. Services to be Delivered

Service #1 of 4: BIMONTHLY ORIENTATION TO SEXUAL ABUSE/DOMESTIC VIOLENCE INTERVENTION SERVICES

1. Activities the Contractor shall perform

The Contractor shall:

- a. Provide bi-monthly orientation to intervention services for all new clients referred for services.
- b. Schedule bi-monthly orientations at times that accommodate clients' schedules.
- c. Provide the following at each orientation session:
 - Over-view of intervention services available and time frame for such services on average.
 - Over-view of how change occurs in families
 - Identification of safety issues in families for all members
 - Over-view of the child welfare system and the court system in relationship to sexual abuse and domestic violence
 - Logistical information about transportation, child care, attendance at therapy, etc.
 - Address concerns and questions of participants

2. Volume of Service

Clients - The estimated number of eligible families to be served during the period of this Agreement shall be: 105

3. Unit Definition(s): One unit equals ninety minutes of face to face therapist time facilitating the bi-monthly orientation session with a group of not less than 1 or more than 20 adult clients.

4. Units: The maximum number of units of service to be provided per term of Agreement shall be: 24 units

Service #2 of 4: INDIVIDUAL INTERVENTION SEXUAL ABUSE/DOMESTIC VIOLENCE

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Assign each case to a therapist/counselor with a minimum of a Master's Degree who is either certified or licensed by the State to provide individual, group, marital or family counseling or psychotherapy.
- b. Respond to a written referral from the local Agency office within two days to exchange initial referral information. The referring worker may alert the Contractor by telephone to the details of an upcoming written referral and may choose to fax the written referral to the Contractor for a more immediate response. Each person to be provided service shall be identified by name in the written referral to the Contractor. Additional information and investigation reports shall be forwarded to the Contractor by the referring worker as soon as possible, but no later than 30 days after the written referral.
- c. Meet with the referred client for the purpose of assessment within ten working days of receipt of the written Agency referral. The meeting must provide an initial assessment of the family's treatment needs. Emphasis should be on assessing the client's circumstances, including information on birth and development, childhood, adolescence, physical health, marriage adjustment, employment, family structure, mental status and emotional tones and reaction.
- d. Develop and submit an initial treatment plan to the referring worker within 30 days of receipt of referral. Each plan shall include a record of contacts, the presenting problem, a summary assessment of each individual and of the entire family, a plan for the intervention and recommendations. The assessment/service plan shall be strength-based and shall be developed in conjunction with the family. The initial treatment plan must have attached a Service Agreement indicating goals that have been agreed upon by the therapist and the client and which address the areas of concern identified by the referring worker. The therapist shall obtain the client's signature on the Service Agreement.
- e. Provide individual, conjoint and family intervention meetings directed at:
 - 1) Strengthening the bond between victim and non-abusive parent.
 - 2) Teaching impulse control to the perpetrator.
 - 3) Identifying and altering self-defeating behavior.
 - 4) Teaching appropriate family roles.
 - 5) Teaching the victim how to protect against further victimization.
 - 6) Teaching healthy sexuality.
 - 7) Reuniting the nuclear family when appropriate (it is not appropriate to reunite the child victim and the perpetrator of sexual abuse).
 - 8) Monitoring visitation.

- 9) Changing inappropriate family roles.
- 10) Facilitating more adaptive family and interpersonal roles.
- 11) Ameliorating dysfunctional sexual behaviors.
- 12) Teaching about the effects of violence.
- 13) Teaching healthy communication.
- 12) Alleviating guilt or depression resulting from victimization.
- 13) Developing effective personal and interpersonal problem-solving methods.
- 14) Resolving issues of regressed sexual behaviors in perpetrators.
- 15) Resolving individual and/or family dysfunction identified through assessment or in ongoing treatment, which are relative to mistreatment of children.

f. Provide face to face contact on a once per week basis.

g. Maintain regular telephone contact with the referring worker as frequently as deemed necessary by either the referring worker or Contractor for the duration of service provision. At a minimum, contractor staff shall notify the referring worker monthly to report attendance and progress of the family referred. The therapist will return calls made to them regarding progress of the client within 72 hours of the call with exceptions made for contract staff being unavailable due to absence. Contractor staff will provide notification of such absences on their voice mail with clear instructions on who the referring worker may contact during the therapist's absence.

h. Document the case through the following:

1. Develop an Initial Service Plan (ISP) for each family and submit the plan to Kent County DHS within 30 days of the initial CPS case opening whenever possible or when not possible because 30 days from the CPS referral has already elapsed within 30 days of the referral to the Contractor. The ISP shall be developed in collaboration with the family and the therapist. The ISP must identify and address the reason for the referral from the referring worker. Other elements of the plan shall include, but are not limited to, identifying family strengths, helping the family define the specific goals of the intervention, and connecting the family to other community resources to meet their needs and obtain needed support. The format shall include the following:
 - Identifying Information-Family name, DHS case number, contract agency worker, referring worker, date of referral, date the report was written, the date the report was typed and date the report was submitted to DHS

- List of all “family” members residing in the home
 - Record of Contacts-including dates of all collateral and client family contacts, type of contact-phone, home call, etc, and specific reason for the contact, and a brief summary of the facts/information obtained during the contact. Include attempted contacts and scheduled, but uncompleted appointments
 - Presenting problem and reason for the referral both from referring worker’s perspective and the family’s perspective
 - Family Assessment-Includes assessment details of all family members
 - A summary of how the Service Agreement, specified below, will work toward alleviating the reason for the finding of preponderance of evidence of child/abuse neglect or for the referral to CPS intake.
2. Develop a Service Agreement with each family and submit the Agreement with the Initial Service Plan to Kent County DHS. The family’s involvement shall be clearly documented by their signing of the Service Agreement. The Service Agreement shall include:
- Case name
 - Date
 - Name of the therapist
 - Goals for the therapy-Goal statements should address the problem areas identified in the family assessment and should relate to why the family was referred for service. Goals should be few, stated clearly and succinctly, and should be realistic and achievable in a reasonable amount of time. Whenever possible they should be stated in behaviorally specific terms. List the necessary steps and activities parents, other persons responsible, children and the worker must take to reach the defined goals, including time frames. State the expected and measurable outcomes. Use descriptive language to describe what will result for the family from the positive achievement of the goals.
 - Signature line for the parents/persons responsible and the therapist with the date
3. Develop quarterly reports. The first quarterly report is due 75 days from the CPS complaint date or if referred through foster care 75 days after the due date for the ISP. Submit all further quarterly reports 90 days after the due date of the first quarterly report. The reports shall include:
- Brief synopsis of the reason for the referral for treatment

- Record of all client/family and collateral contacts made during the period covered
 - Progress made during the quarter toward treatment goals/objectives
 - Any significant changes in the family circumstances
 - Any changes in treatment goals
 - A revised Service Agreement signed by the therapist and client
4. Submit closing reports. Closing reports must be submitted before the case is officially recorded as closed by the agency. The closing report must include:
- Brief synopsis of the reason for the referral to CPS
 - Record of all client and collateral contacts made during the period covered by the report.
 - Progress made during the intervention stated in narrative form
 - The current family situation and level of family functioning including an assessment of the well-being of each child individually
 - Clear statement of whether the goals were achieved.
 - Any recommendations made to the family for follow-up services
- i. Provide confidential physical space at the Contractor's facility and ensure that services will accommodate the academic and employment schedules of the client families.
- j. Ensure that the therapist meets with individual clients and client families in a private office or group room.
- k. Provide court reports that address the goals of the intervention and recommendations to the referring worker's agency. Issues addressed in this report shall include:
- 1) Perpetrator:
 - a) Presence of remorse.
 - b) Acknowledgment of responsibility.
 - c) Degree of impulse control.
 - d) Accessibility to children.
 - e) Impact of abuse and/or violence acknowledged.
 - f) Compliance with court orders.
 - g) Commitment to engaging in the intervention.
 - 2) Non-Offending Parent:
 - a) Degree of dependency on spouse.
 - b) Degree of support for the child.

- c) Recognition of responsibility.
 - d) Ability to set and enforce limits.
 - e) Type of support system available.
- 3) Child:
 - a) Impact of abuse.
 - b) Identification of protector, should re-abuse occur.
 - c) Ability to provide self-protection.
- 4) Diagnostic Statement:
 - a) Parents' capacity to change.
 - b) Parents' willingness to change.
- 5) Goals of Service.
- 6) Recommendations.

Court reports shall be delivered to the court hearing coordinator and the referring worker at least three days prior to the hearing.

l. Provide childcare on site.

m. Testify in court at the request of the referring worker.

n. Provide contact with the therapist to clients for emergencies through a 24-hour answering service.

o. Obtain written permission to continue the intervention beyond six months of the referral date from the referring worker. Obtain written approval from the DHS supervisor for any intervention that exceeds 12 months from the date of the referral

2. Volume of Service (Clients/Units):

- a.) Clients: The estimated number of unduplicated clients to be served during the term of this Agreement shall be 105 families
- b.) Unit Title: Individual Intervention Domestic Violence/Sexual Abuse

Unit Definition(s): One unit equals fifty (50) minutes of a therapist's/counselor's time in a face-to-face appointment with a referred client and/or family members and/or other person(s) significant to the client (if specified in the Agency referral) at the

Contractor's usual place of business. The Contractor may bill for partial units in increments of one-half of one unit.

- c.) Number of Units: The maximum number of units to be provided during the term of the Agreement shall be 5970

Service #3 of 4: GROUP INTERVENTION SEXUAL ABUSE/DOMESTIC VIOLENCE

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Provide for each group a therapist/counselor with a minimum of a Master's Degree who is either certified or licensed by the State to provide individual, group, marital or family counseling or psychotherapy.
- b. Provide a group intervention sequence directed at the goals stated above, which shall focus on:
 - 1.) Strengthening the ability of the victims of domestic violence and victims of sexual abuse to provide protection and safety for themselves and for their minor children.
 - 2) Assisting the parents of victims of child sexual abuse or parents who have experienced domestic violence in dealing with feelings of rage, guilt, helplessness, etc.
 - 3.) Encouraging the perpetrator to accept responsibility for his/her offenses and the consequences of the behavior.
 - 4.) Changing inappropriate family roles.
 - 5.) Facilitating more adaptive family and interpersonal roles.
 - 6.) Ameliorating dysfunctional behaviors.
 - 7.) Alleviating guilt or depression resulting from victimization.
 - 8.) Developing effective personal and interpersonal problem-solving methods.
 - 9.) Resolving issues of regressed sexual behaviors in perpetrators.

- 10.) Teaching impulse control to the perpetrator.
 - 11.) Teaching the victim self-protection against further victimization.
 - 12) Identifying and altering self-defeating behavior.
- c. Assign a therapist to maintain communication with the referring worker regarding referrals, progress and continuation of the client in the intervention, and summary consultation as the client finishes group treatment.
 - d. Provide confidential physical space and ensure that services shall be available weekend hours as necessary.
 - e. Provide a maximum of two therapists paid by the Contractor per children's and adolescent's group when children's and adolescent's group initial enrollment is six (6) or more persons and a maximum of two therapists paid by the Contractor per adult group when adult group initial enrollment is eight (8) or more persons.
 - f. Provide written documentation with billings of who was served in the group, the hours the group met, the day the group met, and the topic covered in group.
 - g. Provide childcare on site.
2. Volume of Service (Clients/Units):
- a. Clients: The estimated number of unduplicated clients to be served during the term of this Agreement shall be 105
 - b. Unit Title: Group Intervention for Domestic Violence/Sexual Abuse
- Unit Definition(s): One unit equals 1 and ½ hours of therapist time spent facilitating or co-facilitating a group. For one therapist, group size must be three or more per unit of service. For two therapists co-facilitating a group, group size for children and adolescent groups must be six or more. For two therapists co-facilitating an adult's group, group size must be eight or more. No group shall exceed 15 members in size excluding therapists in the count. Each group shall include not fewer than two unrelated family groups. For payment purposes, a partial unit shall be billed if the group consists of non-eligible as well as Agency clients served under this Agreement. The

portion to be charged to the Agency shall equal the percentage of Agency clients in the group times the unit rate. The Contractor may bill for partial units in increments of one-tenth of a unit.

- c. Number of Units: The maximum number of units to be provided during the term of the Agreement shall be 640

Service # 4 of 4: PARENT-NURTURING/SKILL-BUILDING//SAFETY PLANNING

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Accept written referrals for families affected by sexual abuse and domestic violence for parent education group services from DHS staff and purchase of service agencies providing foster care services for Kent County DHS. Telephone referrals may be accepted if followed up by a written referral within 5 working days.
- b. Provide a maximum of two therapists paid by the Contractor per children's and adolescent's group when children's and adolescent's group initial enrollment is six (6) or more persons and a maximum of two therapists paid by the Contractor per adult group when adult group initial enrollment is eight (8) or more persons. Each therapist shall have a minimum of a Master's degree in education, child development, social work, or a related field who is either certified or licensed by the State to provide individual, group, marital or family counseling or psychotherapy. No group shall have less than three members.
- c. Arrange for or provide confidential space for classroom instruction in locations accessible to the client group and ensure that services shall be available weekend hours as necessary.
- d. Develop and maintain a parent education curriculum that focuses on the effects of domestic violence and sexual abuse in families as related to parenting. Topics to be presented shall include but not be limited to;
 - 1) Orientation and Self-care
 - 2) Definitions related to domestic violence/sexual abuse, myths surrounding domestic violence/sexual abuse, and issues of power and control
 - 3) Cycle of violence and why women stay

- 4) Early warning signs of an abuser and how abusive men affect family dynamics
 - 5) How an abusive partner can affect you as a mother
 - 6) Options and decisions within the legal system
 - 7) How violence is viewed by the community
 - 8) What you have learned from your family of origin and what are the characteristics of a healthy family
 - 9) How children cope with domestic violence
 - 10) Child development
 - 11) What children learn from domestic violence and how to help them overcome its effects
 - 12) Healthy and unhealthy coping strategies and the impact of denial on kids
 - 13) Communication using role plays
 - 14) Self esteem and negotiating with children
 - 15) Discipline
 - 16) How children heal and the roles they play in the family
 - 17) Safety plans
 - 18) Beliefs that support disrespectful parenting
 - 19) Creating safety
 - 20) The roots of fathering and fathering styles
 - 21) How mothers mother-mothering styles
 - 22) Self-nurturing
 - 23) Barriers to nurturing
 - Anger
 - Alcohol
 - Depression
 - Alcohol and other substances
 - Stress
 - 24) Teamwork in families
 - Negotiation and conflict resolution
 - Cooperation and problem solving
 - Co-parenting
 - 25) Consolidation/celebration
- e. Develop and implement a curriculum for children age five and over that corresponds to and compliments the parent group. Children shall join their parents for interaction each week. The Contractor may exclude contact between any child or parent when the safety and well being of the child are threatened by such contact based on the assessment of the contractor. The curriculum for children shall include, but not be limited to the following:
- 1) Introduction to group and group rules with interaction time of board games and family team building

- 2) Safe Place with interaction time built on identification and communication of feelings
 - 3) Emotions and responding and caring for hurt feelings
 - 4) Discipline and family rules
 - 5) Secrets in families
 - 6) Safety planning
 - 7) Self esteem and building self esteem
 - 8) Cooperation as a family
- f. Present the educational content using a variety of techniques based on the needs and capabilities of the group members and the expertise of the group instructor. These may include, but are not limited to:
- 1) Informal discussion
 - 2) Role plays
 - 3) Hands On task and problem solving
 - 4) Outside speakers
 - 5) Other
- g. Schedule classes during the evening hours or at times agreed upon by the DHS office. Each class shall be a minimum of one and one-half hour(s) long and have a minimum of 6 parents and a maximum of 15 parents attending.
- 1) Provide childcare for children under age 5 in the same building as the Parent Education classes, for the children of parents participating in the classes. The Contractor is responsible for childcare costs during the Parent Education classes.
 - 2) Provide an age-appropriate curriculum that corresponds to the parent's classes for children age 5 to age 17.
 - 2) Arrange for or provide transportation for parents/families attending classes and/or provide gas mileage reimbursement for clients, relatives, or friends to provide transportation and/or provide bus tokens to parents/families
- h. Provide all materials required for the classes including books, notebooks, paper, pencils, etc.
- i. Develop and maintain records of all class activities to include but not be limited to:
- 1) Number, dates and times of classes

- 2) Subject matter of classes
 - 3) Attendance at each class
 - 4) Summary of progress and participation of individual clients
- j. Maintain communication with DHS and/or the referring agency foster care worker regarding progress and continuation of parents in the program. Evaluate client progress based on, but not limited to:
- 1) Client's participation in the group classes
 - 2) Consultation with referring DHS or foster care agency workers
 - 3) Instructor's/Facilitator's observations
- k. Provide the referring worker with a written monthly individual client progress reports which shall include a summary of the client's progress and participation. These reports shall be submitted to the referring worker and to the local office at the time of billing.
2. Volume of Service

Clients - The estimated number of eligible families to be served during the period of this Agreement shall be: 30

Unit Definition(s): One unit equals 1 and ½ hours of therapist time spent facilitating or co-facilitating a group. For one therapist, group size must be three or more per unit of service. For two therapists co-facilitating a group, group size for children and adolescent groups must be six or more. For two therapists co-facilitating an adult's group, group size must be eight or more. No group shall exceed 15 members in size excluding therapists in the count. Each group shall include not fewer than two unrelated family groups. For payment purposes, a partial unit shall be billed if the group consists of non-eligible as well as Agency clients served under this Agreement. The portion to be charged to the Agency shall equal the percentage of Agency clients in the group times the unit rate. The Contractor may bill for partial units in increments of one-tenth of a unit.

Units: The maximum number of units of service to be provided per term of Agreement shall be: 135 units

Sexual Abuse/Domestic Violence Treatment Evaluation Criteria

The services provided by the Contractor under this Agreement shall be evaluated by the Agency on the basis of the following criteria:

1. Eighty percent of the families referred for services who are intact at the time of the referral shall remain intact upon termination of treatment.
2. Seventy percent of foster care cases shall result in a successful return home for the child/ren with families reunited upon termination of treatment. Reunification in this case being with the non-offending parent.
3. Ninety five percent of cases upon successful termination of intervention services shall not have a future preponderance of evidence case involving sexual abuse or domestic violence.

REQUEST FOR QUOTE - RATING CRITERIA

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum 25 points)

A. **Agency**

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. **Staff**

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- Length of experience
- Similarity of experience to services to be required.
- Is supervisory staff required to have an appropriate level of direct care experience?

3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
 - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - . Will the service provided correspond to DHS' needs?
 - . Does current administrative staff have previous work experience in directly providing these similar services?
 - . Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - . Length of experience
 - . Supervisory
 - . Administrative
2. Does the bidder provide an acceptable level of training for new staff? Does the bidder describe how new staff are trained? Does the bidder indicate how case loads are established for new staff? Does the bidder describe any special supervision for new staff?
3. Does the bidder have an acceptable level of on-going training to staff? Does the bidder describe how on-going training is provided and the sort of training available?

D. Performance

1. If this or similar services were provided to DHS previously:
 - . Were the terms of the agreement fulfilled satisfactorily?
 - . Was DHS satisfied with the quality of services provided?
 - . If not, did the bidder submit and implement appropriately corrective action plan?

2. If these or similar services were provided to other purchasers:
 - Were the purchasers satisfied with the services provided?
 - Were the services monitored by the purchasing agency?
 - If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)
(Maximum 40 Points)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population? Does the bidder's work plan demonstrate an understanding of the client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation? Does the proposal describe an acceptable approach to encourage client participation in decision making and identification of their needs?
5. Does the bidder have an acceptable continuous quality improvement component to ensure quality service to clients that is relevant to the outcome of children being safe in their family homes? Does the bidder have an acceptable plan to ensure compliance with contract requirements?
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening? Is the bidder's procedure for screening staff for prior criminal activity and prior history of child abuse/neglect acceptable?
4. Does the bidder have an acceptable turnover rate for direct care staff? Does the bidder clearly indicate the turnover rate for direct care staff in the current programs they have that are similar in nature to that of the proposal?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Outcomes
(Maximum 15 Points)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?

- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum 20 points)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?

- I. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- J. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

- A. Is the bidder reasonably accessible to the client population during non-traditional service hours? Did the bidder provide evidence of providing service during non-traditional service hours in this program or similar programs provided by the bidder?
- B. Does the bid response adequately describe how bidder will provide outreach services?
- C. Is the bidder able to provide services at times when most clients can access them?
- D. Transportation
 - Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- E. Does the bidder make adequate provision for client transportation needs?
- F. Are the bidder's facilities and services easily accessible to clients with disabilities?
- G. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- H. Does the bidder have an appropriate plan for serving clients with physical disabilities?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover letter.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on www.cpexpress@michigan.gov
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit

_____ private, proprietary

_____ public

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Purchaser of the service;
 - Description of the client population served;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery. Describe how the service plan will address client barriers. Describe how safety of clients will be addressed.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.

4. **Supervision**

Describe when and how staff will be supervised.

5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.

6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.

8. Describe your plan to coordinate services with other community agencies involved in the client's treatment plan. Identify the agencies, the services, the level of coordination and client involvement, and bidder history with community agencies.
9. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. Provide a framework of what will be covered in:
 - Orientation to treatment
 - Group counseling for sexual abuse/domestic violence
 - Parent Nurture/Skill-Building/Safety-Planning

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. Identify the percentage of clients served who will be able to ensure safety and well being for their children at case closure. Identify how this percentage was determined.

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - How available
 - How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract bid response the bidder should follow the same BUDGET COMPLETION INSTRUCTIONS and use the same Budget forms as a bidder proposing a one-year contract. The bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) for a 12 month period. Budgets for a 12 month period of operation will provide a common basis to evaluate multi-year bid response. If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.

The bidder may adjust the first year budget to establish a multi-year bid response. However, the methodology should be described. In other words, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid response period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be in effect for the entire period of the multi-year contract and cannot be changed during that time.

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1:

Unit Definition:

a. Price per unit of service: \$ _____/unit

Service #2 (if applicable):

Unit Definition:

a. Price per unit of service: \$ _____/unit

Service #3 (if applicable):

Unit Definition:

a. Price per unit of service: \$ _____/unit

Service #4 (if applicable):

Unit Definition:

a. Price per unit of service: \$ _____/unit

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name					
*					
County			Type of Service		
CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID

MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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